

CPS Investigation / Special Investigations

Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

CPS INVESTIGATION / SPECIAL INVESTIGATIONS

Process Description

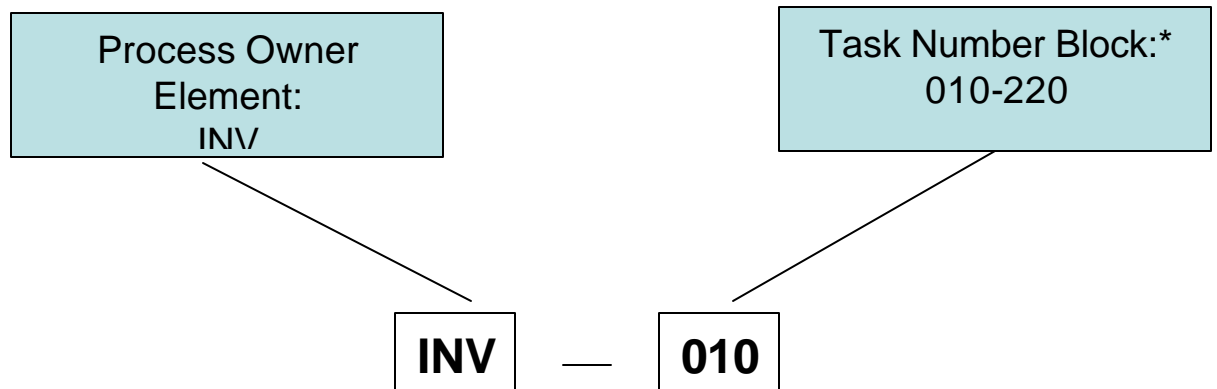
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person / group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process / task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs / Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

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Process Description

Process Name:

CPS / SIU Investigation

Process Manager:

Shalonda Cawthon, Executive Director, Office of Child Safety

Process Description:

This process describes the activity involved in investigating alleged incidents of child abuse or neglect.

In addition, this process also describes investigations conducted by the Department of Children's Services Special Investigation Unit (SIU). SIU conducts investigations regarding:

- Allegations of child abuse or neglect that occur while a child is in DCS custody and residing in a DCS or contract agency placement.
- Allegations of child abuse or neglect involving non-custodial children such as children in licensed day care facilities, licensed child care agencies, schools, and religious organizations or youth groups. (Non-Custodial investigations do not include child-on-child sexual abuse.)
- Allegations that would affect employment or volunteer status of the Perpetrator as it relates to working with children.

Interfaces with Other Processes:

Central Intake
Due Process
CFTM Case Planning / Ongoing Assessment
Ongoing Family Services

Process Participants:

CPS Investigator
CPS Team Leader
SIU Investigator
SIU Team Leader
SIU CM3s
Family Service Worker
DCS Legal
CPIT members
CFTM members
DCS Regional Administrator
DCS Regional Administrator designee

Associated Documentation:

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CS-0740 – CPS Investigation Summary and Classification
CS-0515 – CPS Immediate Protection Plan or Plan of Action
CS-0770 – CPS Strength and Risk Assessment
CPS Strength and Risk Assessment Factor Descriptions
CPS Investigation Checklist
CPS Letter A – Local Office Notice to Indicated Perpetrator
CPS Attachment to Letter A, Request for Commissioner’s Case File Review
CPS Letter B – Receipt of Request for Commissioner’s Case File Review
CPS Letter C – Review Results to Appellant
CPS Letter D – Review Results to Region
CPS Letter E – request to Stay Commissioner’s Case File Review
CPS Letter F – Notice to Appellant of Stayed Commissioner’s Case File Review
CPS Letter G – Local Office Notification to Indicated Perpetrator – Stay of Request
CPS Letter H – Notification to Indicated Perpetrator (no right to review)

Supporting Policy:

DCS Policy 14.01 – CPS Risk Assessment
DCS Policy 14.04 – Investigative Jurisdiction of CPS Cases
DCS Policy 14.05 – Investigation of Alleged Child Abuse and Neglect
DCS Policy 14.06 – Shared or Delegated CPS Investigative Activities
DCS Policy 14.07 – Classification and Closure of CPS Investigations
DCS Policy 14.08 – CPS Immediate Protection Plans and Non-Custodial Petitions
DCS Policy 14.09 – Emergency and Non-Emergency Removals
DCS Policy 14.10 – CPS Commissioner Case File Review of Indicated Abuse-Neglect Investigations
DCS Policy 14.11 – CPS Due Process
DCS Policy 14.12 – CPS Case File Disposition
DCS Policy 14.13 – Confidentiality of CPS Cases and Information
DCS Policy 1.31 – Special Investigations

*****Note: The policies listed above are existing policies. MRS Policy is undergoing revision.
This document will be updated as policy is updated and finalized.**

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Task (INV-010): Central Intake

Task Owner: Central Intake Shift Supervisor

Participants: Intake Specialist, Intake Shift Supervisor

Inputs: Central Intake receives a report of possible child abuse or neglect; using approved SDM Screening Decision and Response Priority tool, determination is made that referral meets criteria for CPS / SIU Investigation response.

Performance Steps:

1. The Department of Children's Services (DCS) shall receive reports alleging child abuse or neglect to protect the safety of children, to ensure the confidentiality of persons who report abuse or neglect, and to gather sufficient information to determine whether children may be at risk of abuse or neglect.
2. **Please refer to the Central Intake process map and description document for detailed account of tasks and activities associated with that process.**

Outputs / Deliverables:

- Referral determined to meet criteria for CPS / SIU Investigation.

Task (INV-020): Referral received from Central Intake and accepted for CPS / SIU Investigation

Task Owner: Responsible CPS / SIU Team Leader (or SIU CM 3)

Participants: Responsible CPS / SIU Team Leader (or SIU CM 3), Central Intake Shift Leader

Inputs: Report of possible child abuse or neglect to Central Intake; referral information meets criteria for CPS / SIU Investigation and forwarded to CPS / SIU Team Leader (or SIU CM 3).

Performance Steps:

1. CPS Team Leader / SIU Team Leader (or SIU CM3) reviews referral and accepts for investigation.
 2. If CPS / SIU Team Leader (or SIU CM 3) determines that the Central Intake Screening Decision / Response Priority of the referral is inaccurate, or if the referral does not meet criteria, the referral may be returned to Central Intake for reconsideration.
-

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Outputs / Deliverables:

- CPS / SIU Investigation accepted for assignment or returned to Central Intake for reconsideration.
-

Task (INV-030): CPS / SIU Investigation Assignment / Implementation of Notification Procedures

Task Owner: Responsible CPS / SIU Team Leader (or SIU CM 3)

Participants: Responsible CPS / SIU Team Leader (or SIU CM 3)

Inputs: Referral for investigation received from Central Intake; CPS / SIU Team Leader (or SIU CM 3) accepts investigation.

Performance Steps:

1. During regular business hours, CPS Team Leader / SIU Team Leader (or SIU CM3) will receive referrals for Investigation from Central Intake.
2. After regular business hours, Central Intake will contact the on-call CPS / SIU Investigator / Team Leader to report P1 and P2 reports when applicable.
 - a. Each county office and Special Investigation Unit will provide Central Intake with contact information for receiving P1 reports after regular business hours, P2 reports after 4pm CST on Friday through 5pm on Saturday, and through 5pm on the day before a State holiday.
3. CPS / SIU Team Leader (or SIU CM 3) will assign the referral to a CPS / SIU Investigator based on availability, response priority and caseload size.
4. CPS / SIU Team Leader (or SIU CM 3) will assign new referrals on open investigations to the current worker involved in the case.
 - a. The response priority might indicate that an on-call CPS / SIU Investigator needs to make the initial contact to meet Response Priority time. If this should happen, the responding SIU Investigator should receive caseload / task 'credit' for any work performed on the case until it is assigned to the permanent worker.
5. If a CPS Investigation referral is received on an open on-going Family Services case, the CPS Investigative worker will be assigned to complete the investigation as a secondary worker.
6. If the referral contains allegations of abuse / neglect involving a DCS Employee, the SIU Investigator shall immediately notify DCS Internal Affairs, the Regional Administrator of the employee's region, and YDC Superintendent or DCS Group Home Director if the employee is a staff person at one of these facilities.
7. If the referral contains allegations of abuse / neglect involving a custodial child OR a DCS Foster Home, the SIU Investigator shall notify the assigned Family Service Worker and appropriate Regional Administrator within 24 hours of initiating the investigation.
8. If the referral contains allegations of abuse / neglect involving a DCS Foster Home, the assigned Family Service Worker shall notify the Foster Parent Advocate.
9. If the referral contains allegations of abuse / neglect involving a private provider staff member, the

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- SIU Investigator shall notify the private provider administration and DCS Placement Services Division no later than the following business day after receiving the referral.
10. If the referral contains allegations of abuse / neglect involving a licensed day care center, the SIU Investigator shall notify the Department of Human Services Day Care Licensing Division immediately, or by the next business day if referral received after hours.
 11. If the referral contains allegations of abuse / neglect involving non-custodial children under the supervision or care of an individual or individuals functioning in an official employment or volunteer capacity; such as licensed day care facilities, licensed child care agencies, schools, religious organizations or youth groups, SIU follows notification procedures to inform the DCS Regional Administrator and DCS Regional Administrator designee.
 12. SIU Investigator must document the date of notifications and persons notified for any notification sent.
 13. CPS / SIU Investigator reviews referral information and reviews previous history on the child / family.
 14. CPS / SIU Investigator will consider the following before first contact with the child / family:
 - a. What required tasks must occur before the investigation begins?
 - b. What are safety / risk factors?
 - c. What are family strengths?
 - d. Who should be contacted for information regarding the reported issues?
 - e. What questions will be asked in child / family / collateral interviews?
 - f. In what order should persons be interviewed?
 15. CPS / SIU Investigator consults with CPS / SIU Team Leader (or SIU CM3) regarding the case.

Outputs / Deliverables:

- CPS / SIU Investigator Assigned; responsibility for investigation established.
 - Notification of referral to appropriate parties per DCS Policy 1.31.
 - Investigation Strategy identified.
-

Task (INV-050): CPS / SIU Investigator responds according to Response Priority; attempts contact with child

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has formulated investigative strategy

Performance Metric:

- a. Priority 1- Initiate investigative tasks (face-to-face contact with child) within 2 hours of receipt of referral. (3 hrs for rural counties)
- b. Priority 2 - Initiate investigative tasks (face-to-face contact with child) within 48 hours of receipt of referral.
- c. Priority 3 - Initiate investigative tasks (face-to-face contact with child) within 5 working

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days of receipt of referral.

Performance Steps:

1. CPS / SIU Investigator initiates investigative activity based on Response Priority
2. CPS / SIU Investigator attempts face-to-face contact with child.
3. If parent / caretaker refuses to allow CPS / SIU Investigator access to child, law enforcement may be called upon to intervene.
4. CPS / SIU Investigator documents all contact attempts, successful and unsuccessful, with child / family.
5. If the referral involves allegations of Child Sexual Abuse or Severe Physical Abuse, CPS / SIU Investigator must immediately notify CPIT of the referral. (CPIT must be convened within 24 hours of the receipt of the referral involving sexual abuse or severe physical abuse of a child.)
6. If the referral involves allegations of Child Sexual Abuse or Severe Physical Abuse, the CPS / SIU Investigator must verbally notify the District Attorney General immediately upon receipt of the referral and send a copy of the referral form to the DA's office within 3 calendar days of the receipt of the report.
7. If the referral involves allegations of Child Sexual Abuse, the CPS / SIU Investigator must notify the Child Advocacy Center (CAC) of the referral in the jurisdictions where CACs exist.
8. CPS / SIU Investigator must document date of notifications and persons notified for any notification sent to CPIT, DA, or CAC.
9. If the allegations do not involve sexual abuse or severe physical abuse, the CPS / SIU Investigator will provide notification of the referral to the non-offending caretaker of the child when applicable.

Outputs / Deliverables:

- Contact with child / family.
- Required notification of other agencies / persons.
- CPIT Notification.
- Non-Offending Caretaker Notification (when applicable).
- Response Time compliance.

Task (INV-051): Able to locate / contact child?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has formulated investigative strategy and has initiated investigative tasks

Performance Steps:

1. CPS / SIU Investigator is able to make face-to-face contact with the child, OR
2. CPS / SIU Investigator is unable to make face-to-face contact with child, OR
3. CPIT has recommended that face-to-face contact be delayed and contact will be made at such a

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time agreed upon by investigation team members.

Outputs / Deliverables:

- Contact with child / family attempted within Response Priority timeframes
- Documentation of all contact attempts – successful or unsuccessful

Task (INV-052): Check child / family history in system and re-attempt contact with child

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has made unsuccessful attempt to make face-to-face contact with child.

Performance Steps:

1. CPS / SIU Investigator checks history on child / family for other possible locations of the child.
2. CPS / SIU Investigator interviews neighbors and other collateral contacts to attempt to locate the child.
3. CPS / SIU Investigator contacts the reporter for additional information.
4. CPS / SIU Investigator re-attempts contact with the child.
5. CPS / SIU Investigator documents all activity and attempts related to contacting the child.

Outputs / Deliverables:

- Documentation of contact attempts

Task (INV-053): Able to locate / contact child?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has formulated investigative strategy and has initiated investigative tasks.

Performance Steps:

1. CPS / SIU Investigator is able to make face-to-face contact with child, OR
2. CPS / SIU Investigator is unable to make face-to-face contact with child, OR
3. CPIT has recommended that face-to-face contact be delayed and contact will be made at such time agreed upon by investigation team members.

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4. CPS / SIU Investigator documents all contact attempts, successful and unsuccessful.

Outputs / Deliverables:

- Contact with child / family attempted within Response Priority timeframes
- Documentation of all contact attempts – successful or unsuccessful

Task (INV-060): Observe / interview child / family / home; continue gathering of information for comprehensive Assessment.

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator makes successful attempt to make face-to-face contact with child.

Performance Steps:

1. CPS / SIU Investigator initiates investigative activity based on Response Priority.
2. For DCS Custodial children, SIU shall determine who will conduct the Child at Risk interview and determine at what point in the investigation the Child at Risk will be interviewed.
 - a. SIU will notify assigned Family Service Worker to request necessary medical and psychological examinations, referrals for service and transportation if needed.
 - b. Family Service Workers shall inform the biological parents of an investigation involving their child and the status of the child's safety within 48 hours of receiving the notification of investigation from SIU.
3. CPS Investigator initiates the comprehensive Assessment.
4. CPS / SIU Investigator interviews child regarding safety.
5. CPS / SIU Investigator engages all children in the home or resource home (both biological and adopted) and family / household members regarding safety of the child.
6. CPS / SIU Investigator will observe child / family in home; observe environment, family interactions, etc.
7. CPS / SIU Investigator interviews Perpetrator, if possible.
8. CPS / SIU Investigator interviews others who may have knowledge of the abuse or neglect; includes interview with non-offending caretaker when applicable.
9. CPS / SIU Investigator documents observations.
10. CPS / SIU Investigator will provide information to the assigned Family Service Worker, if applicable, who will update the comprehensive Assessment with the investigation information.
11. For non-custodial children residing in a licensed facility, SIU will coordinate the notification of the parents of the child regarding the allegations and any necessary services with a representative from the facility.

Outputs / Deliverables:

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- Verification of demographic and other information on child / family
- Safety Assessment
- Risk Assessment
- Comprehensive Assessment
- Child at Risk / Perpetrator / Family Interviews conducted and documented

Task (INV-070): Assess Safety and Risk

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator makes successful attempt to make face-to-face contact with child.

Performance Steps:

1. CPS / SIU Investigator completes Safety and Risk Assessment of child / family.
 2. CPS / SIU Investigator will identify and assess family strengths.
 3. Based on outcome of Safety & Risk Assessment and comprehensive Assessment, CPS / SIU Investigator determines appropriate safety intervention for child / family.
-

Outputs / Deliverables:

- SDM Safety Assessment
 - SDM Risk Assessment
 - Comprehensive Assessment
-

Task (INV-080): Determine appropriate safety intervention based on outcome of Safety & Risk Assessment; develop Immediate Protection Plan / Corrective Action Plan.

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, DCS Legal

Inputs: CPS / SIU Investigator has completed a Safety & Risk Assessment

Performance Steps:

1. CPS / SIU Investigator may develop Immediate Protection Plan or Plan of Action
 - a. All Immediate Protection Plans should be submitted to DCS Legal for review prior to implementation of the plan.
 - b. CPS / SIU Investigator may make a referral to the Crisis Management Team if the child /

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- family are in need health services that have been denied or are unable to locate.
2. For children in the custody of DCS,
 - a. The SIU Investigator shall determine the safety of the child and make removal recommendations based on the child's best interests, imminent risk, and in consultation with regional and legal staff.
 - b. If removal is warranted, the Family Service Worker, regional placement services division staff, and foster parent support staff will be responsible for securing the child's placement and transportation.
 - c. If corrective action is warranted to ensure the child's safety and preserve the resource placement, SIU, the assigned family services worker, foster parent support staff, and SIU Team Leader (or SIU CM3) shall jointly develop an Immediate Protection Plan / Corrective Action Plan to address safety concerns; all Immediate Protection Plans shall be reviewed by DCS Legal to ensure appropriateness.
 - d. Corrective Action Plans will be evaluated / monitored by the Central Office Review Team comprised of Central Office staff including, but not limited to Central Office Foster Care and Adoption staff.
 3. For investigations involving children in day care settings, the SIU Investigator shall make recommendations on imminent risk to the child (ren) and develop an Immediate Protection Plan to ensure the safety of the child (ren). These recommendations and Immediate Protection Plan shall be forwarded to DHS licensing staff within 3 days of the classification of the investigation.
 4. For investigations involving a licensed contract agency, the SIU Investigator shall make recommendations on imminent risk to the child (ren) and develop an Immediate Protection Plan to ensure the safety of the child (ren). These recommendations and Immediate Protection Plan shall be forwarded to the licensed agency and appropriate licensing specialist within 3 days of the classification of the investigation.
 5. For investigations involving non-custodial children, the SIU Investigator shall develop an Immediate Protection Plan to ensure the safety of the child (ren).

Outputs / Deliverables:

- Immediate Protection Plan / Corrective Action Plan
 - Referral to Crisis Management Team, if appropriate
-

Task (INV-090): Consideration of interference to custodial rights *(or with the placement of the child with a substitute caregiver)?*

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has made face-to-face contact with child / family and has determined appropriate intervention to ensure child safety.

Performance Steps:

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1. CPS / SIU Investigator determines if the Immediate Protection Plan involves an action or other intervention that may interfere with custodial rights of the parents or with the placement of the child with a substitute caregiver. An action that may precipitate this would be the removal of the child from the parent's home and / or denying the parent access to the child.

Outputs / Deliverables:

- Determination if Immediate Protection Plan / Corrective Action Plan interferes with custodial rights of the parents or with the placement of the child with a substitute caregiver.

Task (INV-091): Is there time to arrange a CFTM?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has determined that appropriate actions to ensure child safety involve interfering with parent's custodial rights or with the placement of the child with a substitute caregiver.

Performance Steps:

1. CPS / SIU Investigator determines whether there is time to convene a CFTM prior to interfering with the parent's custodial rights or with the placement of the child with a substitute caregiver without compromising the safety of the child.

Outputs / Deliverables:

- Determination if there is adequate time to convene a CFTM prior to interfering with the parent's custodial rights or with the placement of the child with a substitute caregiver.

Task (INV-092): Notify Team Leader and DCS Legal

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), DCS Legal

Inputs: CPS / SIU Investigator has determined that appropriate actions to ensure child safety involve interfering with the parent's custodial rights or with the placement of the child with a substitute caregiver, but there is not enough time to convene the CFTM without compromising the safety of the child.

Performance Steps:

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1. Before initiating any action that would interfere with the parent's custodial rights to the child or with the placement of the child with a substitute caregiver, the CPS / SIU Investigator must consult with the CPS / SIU Team Leader (or SIU CM 3) and with DCS Legal to ensure there are grounds to complete the action.
2. The CPS / SIU Team Leader (or SIU CM 3) / DCS Legal will advise / assist CPS / SIU Investigator on completion of the action.

Outputs / Deliverables:

- Notification to / consultation with the CPS / SIU Team Leader (or SIU CM 3) and DCS Legal.

Task (INV-093): Protective Custody / Other Action

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), DCS Legal

Inputs: CPS / SIU Investigator has determined that appropriate actions to ensure child safety involve interfering with parent's custodial rights or with the placement of the child with a substitute caregiver, but there is not enough time to convene the CFTM without compromising the safety of the child.

Performance Steps:

1. Upon direction of the CPS / SIU Team Leader (or SIU CM 3) and DCS Legal, the CPS / SIU Investigator proceeds to complete appropriate action to ensure child safety. This may involve taking the child into physical custody or removing the child from the parent's access.
2. CPS / SIU Investigator will assess the need for law enforcement to participate in the removal process.
3. CPS / SIU Investigator will provide the parent / caretaker with formal written notification of the removal.
4. CPS / SIU Investigator will acquire items necessary for the child's well-being (medication, clothing, toys, etc.)
5. CPS / SIU Investigator will gather information regarding child medical and behavioral issues.
6. DCS Legal to obtain Ex Parte order.

Outputs / Deliverables:

- Protective custody of child
- Written notification of removal
- Ex Parte order

Task (INV-094): CFTM

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Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), CFT Members

Inputs: CPS / SIU Investigator has determined that appropriate actions to ensure child safety involve interfering with parent's custodial rights or with the placement of the child with a substitute caregiver.

Performance Steps:

1. CPS / SIU Investigator notifies CFT members of meeting and provides information on child / family for review / preparation.
2. CPS / SIU Investigator works on meeting preparation with CFTM facilitator.
3. CPS / SIU Investigator conducts prep interviews with family members, relatives, and significant others.
4. CPS / SIU Investigator may determine that a Family Service Worker needs to be present for this as on-going family services (custodial or non-custodial) appears to be a potential outcome. If removal or on-going services are an outcome, then by involving the FSW at this juncture will enable the hand-off of the case to occur smoothly.
5. If emergency removal, CFT members will determine if a plan can be developed to allow the child to safely return to his parent's home with services or if other kinship / community placements are available for the child.
6. If no removal has taken place, CFT members determine if DCS should file a petition for custody of the child and place the child outside the parent's home.
7. Documentation of CFT outcome done by Facilitator and / or CPS / SIU Investigator.

Outputs / Deliverables:

- Staffing Summary / Placement Justification form.
- Decision to keep child in home or remove the child from home.

Task (INV-095): Custody / Immediate Protection Plan / Corrective Action Plan / File Petition if required

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), CFT Members and DCS Legal

Inputs: Decision made at CFTM for appropriate action to ensure child safety

Performance Steps:

1. If the CFT determines the child can remain in the parent's home with services, an Immediate

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- Protection Plan is developed and agreed upon. Services are identified on the Immediate Protection Plan; case referred to DCS Family Services for follow-up / management.
- a. DCS Legal must review the Immediate Protection Plan prior to implementation.
 2. If CFT determines the child needs to be removed from the parent's home and that DCS should file a petition for custody, the CPS / SIU Investigator will serve as petitioner.
 - a. CPS / SIU Investigator contacts DCS Legal for assistance in petition preparation and getting the petition heard in court.
 - b. The petition must be filed within 48 hours of the removal; the preliminary hearing must be convened within 72 hours of the removal.
 - c. If custody is granted, the case is referred to DCS Family Services for custody case management.
 3. If the CFT determines the child needs to be removed from the parent's home, but appropriate kinship / community placement for child is available, the CPS / SIU Investigator will develop an Immediate Protection Plan with the family to address risk while the child is placed outside of home. **Kinship / Community placements may be identified by the CPS / SIU investigator, or may be the result of a Family Services Worker kinship search if the case is being managed by a FSW.
 - a. DCS Legal must review the Immediate Protection Plan prior to implementation.
 4. For children in the custody of DCS,
 - a. The SIU Investigator shall determine the safety of the child and make removal recommendations based on the child's best interests, imminent risk, and in consultation with regional and legal staff.
 - b. If removal is warranted, the Family Service Worker, regional placement services division staff, and foster parent support staff will be responsible for securing the child's placement and transportation.
 - c. If corrective action is warranted to ensure the child's safety and preserve the resource placement, SIU, the assigned family services worker, foster parent support staff, and SIU Team Leader (or SIU CM3) shall jointly develop an Immediate Protection Plan / Corrective Action Plan to address safety concerns; all Immediate Protection Plans shall be reviewed by DCS Legal to ensure appropriateness.
 - d. Corrective Action Plans will be evaluated / monitored by the Central Office Review Team comprised of Central Office staff including, but not limited to Central Office Foster Care and Adoption staff.

Outputs / Deliverables:

- Petition for custody
- Immediate Protection Plan / Corrective Action Plan
- Information for comprehensive Assessment

Task (INV-100): Complete Investigation Tasks

Task Owner: Assigned CPS / SIU Investigator

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Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has formulated an investigative strategy, initiated the investigation, assessed safety and risk, and has taken steps to ensure child safety.

Performance Metric: Investigation must be complete within 60 calendar days of assignment to investigation.

Performance Steps:

**Investigative tasks are categorized by allegation. There are required tasks, recommended tasks, and optional tasks associated with each allegation value. For a breakdown of these tasks, please refer to *DCS Child Protective Services Policy (Pending) 105.4*.

***During the completion of investigative tasks, the CPS / SIU Investigator and / or Family Service Worker will continue to make updates to the comprehensive Assessment.

Outputs / Deliverables:

- Investigation tasks completed and documented
- Update comprehensive Assessment

Task (INV-110): Sex Abuse or Severe Physical Abuse?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3)

Inputs: CPS / SIU Investigator completes investigative tasks; allegations of Sex Abuse or Severe Physical Abuse are involved.

Performance Steps:

1. CPS / SIU Investigator prepares for CPIT.
2. CPS / SIU Investigator completes CPIT form.
3. CPS / SIU Team Leader (or SIU CM 3) reviews and approves CPIT form.
4. CPS / SIU Investigator notifies CPIT members of meeting.

Outputs / Deliverables:

- CPIT form

Task (INV-111): Convene CPIT

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Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), CPIT

Inputs: CPS / SIU Investigator completes investigative tasks; allegations of Sex Abuse or Severe Physical Abuse are involved.

Performance Steps:

1. CPS / SIU Investigator submits case, and approved CPIT form, to CPIT members prior to meeting.
2. CPIT members will arrive at the meeting with their position regarding the classification based on information available.
3. If more information is needed in order for CPIT to make classification decision, then the CPS / SIU Investigator will work to obtain the information and CPIT may reconvene to review and make a decision.

Outputs / Deliverables:

- Classification of Investigation (allegations)

Task (INV-120): Make classification decision on each allegation for each child identified as a victim in the investigation / Implementation of Notification Procedures

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), CPIT

Inputs: CPS / SIU Investigator completes investigative tasks

Performance Steps:

1. If case does not involve CPIT, CPS / SIU Investigator will recommend a classification decision.
2. If case does not involve CPIT, CPS / SIU Team Leader must review and approve classification decisions.
3. If case involves CPIT, final classifications are made during CPIT team meetings.
4. For custodial children in foster homes or contract placements;
 - a. SIU Investigator will notify the assigned Family Service Worker or supervisor via email, copying the appropriate Regional Administrator, Regional Director of CQI and Regional Director of Placement Services Division.
 - b. Family Service Worker shall notify biological or legal parents of the foster child of the outcome of the investigation.
 - c. SIU Investigator will supply the Family Services Worker with the CPS Investigation

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- Summary and Classification once investigation is closed.
- d. SIU Investigator shall notify the appropriate licensing entity via email of the classification decision and any information pertinent to protecting children regarding the investigation.
 5. For custodial children placed in a YDC or DCS Group Home, SIU Investigator shall:
 - a. Notify Assigned Family Service Worker or Team Leader via email, copying the appropriate YDC Superintendent, Group Home Director and Regional Administrator.
 - b. Provide copy of Investigation Summary and Classification to Family Service Worker once case is closed.
 - c. Provide copy of Investigation Summary and Classification to YDC Superintendent or Director if the allegations involve a staff member.
 - d. Notify DCS Licensing via email of the classification decision and any information pertinent to protecting children regarding the investigation.
 6. For investigations involving DCS employees, SIU Investigator shall:
 - a. Notify Regional Administrator, YDC Superintendent (if applicable), DCS Group Director (if applicable), and Internal Affairs of the classification decision.
 7. For investigations involving licensed agency employees, SIU Investigator shall:
 - a. Notify licensed agency administrator and Director of Contract Monitoring of the classification decision.
 - b. Notify DCS licensing via email of the classification decision and any information pertinent to protecting children regarding the investigation.
 8. For investigations involving non-custodial children under the supervision or care of an individual or individuals functioning in an official employment or volunteer capacity; such as licensed day care facilities, licensed child care agencies, schools, religious organizations or youth groups, SIU follows notification procedures to inform the DCS Regional Administrator and DCS Regional Administrator designee.
 9. CPS / SIU Investigator completes investigation checklist to ensure all investigative tasks have been completed.
 10. CPS / SIU Investigator documents Investigation Summary information. Investigation Summary will be included as part of the comprehensive Assessment.

Outputs / Deliverables:

- Classification of Investigation (allegations)
 - CPS / SIU Investigation Summary
-

Task (INV-140): Indicated Perpetrator?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPIT

Inputs: CPS / SIU Investigator completes investigative tasks; classification of investigation complete

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Performance Steps:

1. Classification Decision involves indicating the Perpetrator.
2. SIU Investigator determines whether to initiate Due Process based upon whether the indication of the Perpetrator may adversely affect the Perpetrator employment status.
3. Refer to Due Process Process Documentation.

Outputs / Deliverables:

- Investigation Results

Task (INV-150): Due Process?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), DCS Legal

Inputs: Classification of investigation involves indication of Perpetrator

Performance Steps:

1. CPS / SIU Investigator determines whether to initiate Due Process based upon whether the indication of the perpetrator may adversely affect the perpetrator's employment status.

Outputs / Deliverables:

- Determination of Due Process

Task (INV-151): Due Process

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), DCS Legal

Inputs: Classification of investigation involves indication of perpetrator and is determined that indication may adversely affect the perpetrator's employment status.

Performance Steps:

1. Refer to the Due Process Business Process Map and the Due Process Business Process Description document for a detailed account of tasks and activities associated with that process.

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Outputs / Deliverables:

- Determination of Due Process
-

Task (INV-141): Send Required Notification Letters

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: Classification of investigation involves indication of perpetrator

Performance Steps:

1. CPS / SIU Investigator completes and sends required notification letters per *DCS Policy 14.10, 14.11.*
-

Outputs / Deliverables:

- Perpetrator Notification letters
-

Task (INV-160): Indicated physical abuse?

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: Classification of investigation involves indication of physical abuse

Performance Steps:

1. Classification Decision involves indication of physical abuse

****Refer to CPS policy for the criteria that defines physical abuse.**

Outputs / Deliverables:

- Indicated physical abuse classification
-

Task (INV-161): CPS / SIU Investigator presents Case to CART

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

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Inputs: Classification of investigation involves indication of physical abuse

Performance Steps:

1. CPS / SIU Investigator will present indicated cases of child abuse to the Child Abuse Review Team (CART) for its review and recommendations prior to the end of the sixty-day (60) time frame for investigation.
 2. CPS / SIU Investigator will document the date that the case was reviewed and any recommendations made.
 3. CPS / SIU Investigator will document all actions taken in response to the CART recommendations
 4. If the CART recommendations are not followed, CPS / SIU Investigator shall document an explanation / justification.
-

Outputs / Deliverables:

- Documentation of CART recommendations
 - Documentation of actions taken (or not) regarding recommendations
-

Task (INV-170): Put Immediate Protection Plan / Corrective Action Plan / Recommendations in Place

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), DCS Legal

Inputs: CPS / SIU Investigator completes investigative tasks; classification of investigation complete

Performance Steps:

1. CPS / SIU Investigator provides copy of the proposed Immediate Protection Plan and recommendations to DCS Legal for review / approval.
 2. CPS / SIU Investigator initiates Immediate Protection Plan / CART recommendations.
 3. Corrective Action Plans will be evaluated / monitored by the Central Office Review Team comprised of Central Office staff including, but not limited to Central Office Foster Care and Adoption staff.
-

Outputs / Deliverables:

- Implementation of Immediate Protection Plan / Corrective Action Plan / CART Recommendations
-

Task (INV-180): Investigation indicates need for services?

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Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), CART

Inputs: Completion of Investigation tasks and determination of Investigation outcome.

Performance Steps:

1. CPS / SIU Investigator completes investigative tasks.
2. A determination is made whether further service provision to child and family is needed to ensure child safety, reduce risk, and build family strengths in order to achieve / maintain permanency for the child.
3. Immediate Protection Plan / Corrective Action Plan / recommendations (if appropriate) are put in place.

Outputs / Deliverables:

- Determination of need for on-going services

Task (INV-181): CFTM Case Planning / On-going Assessment

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator, CPS / SIU Team Leader, Child and Family Team Members, Family Service Worker

Inputs: Through the investigation process, it is determined that on-going services are needed for the child / family to ensure child safety, reduce risks, and build strengths in order to achieve permanency for the child.

Performance Steps:

1. CPS / SIU Investigator will be responsible for convening a Child & Family Team Meeting.
2. Through the process of investigation, the investigator will have identified strengths and service needs with the family. These will be shared with the members of the Child & Family Team.
3. CPS / SIU Investigator will consult with Family Services Team Leader and Family Service Worker regarding details of the case and will prepare other CFT members for the meeting.
4. During the CFTM, if the team is in agreement that on-going services for the child and family are to be pursued, then a 'hand-off' will take place at the meeting of the family case from the investigator to the Family Service Worker.
5. CPS / SIU Investigator will no longer be the primary worker for case but can remain involved with the case as a consultant or support worker until the investigation is closed.

Refer to the CFTM Case Planning / Ongoing Assessment Business Process map and description document for a detailed account of tasks and activities associated with that process.

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Outputs / Deliverables:

- Permanency Plan
 - Primary assignment of family case transferred to Family Service Worker
-

Task (INV-182): On-Going Family Services

Task Owner: Family Service Worker

Participants: Family Service Worker, Service Support Workers,

Inputs: On-going services needed to ensure child safety, reduce risks, and build strengths in order to achieve permanency for the child have been identified in the context of a Child and Family Team Meeting and those service needs have been documented in a Permanency Plan for that child and family.

Performance Steps:

1. Depending on the specific service needs identified / documented in the Permanency Plan, the Family Service Worker will provide services and / or refer the child / family for services.
 2. **Refer to the following Business Process maps and Business Process Description documents for the tasks and activities associated with each specific service type:**
 - a. Family Services (Non-Custody)
 - b. Family Services (Custody)
 - c. Relative Caregiver / Kinship Care
 - d. Child Placement
 - e. Independent Living
 - f. ICPC / ICJ
 - g. Adoption / Adoption Assistance
 - h. TPR
-

Outputs / Deliverables:

- Service provision to child and family.
-

Task (INV-190): Inform family of community resources

Task Owner: CPS / SIU Investigator

Participants: CPS / SIU Investigator, CPS / SIU Team Leader (or SIU CM 3), Community Resources

Inputs: Through the investigative process, investigator has determined that there are not risk and

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safety issues present that would necessitate further involvement of DCS to provide on-going services to the child / family.

Performance Steps:

1. Based on the particular strengths / needs of the family, the CPS / SIU Investigator informs the family about resources in the community that they can access if needed. In some instances, the CPS / SIU Investigator may even make a referral to a resource on the family's behalf.

Outputs / Deliverables:

- Link child / family to community resources

Task (INV-200): CPS / SIU Investigator completes Investigation record

Task Owner: Assigned CPS / SIU Investigator

Participants: Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator completes investigative tasks; classification of investigation complete; Immediate Protection Plan / recommendations in place

Performance Steps:

1. CPS / SIU Investigator ensures all documentation of investigation activities and outcomes are documented.
2. CPS / SIU Investigator submits Investigation record to CPS / SIU Team Leader (or SIU CM 3) for review and closure.

Outputs / Deliverables:

- Completion of Investigation record

Task (INV-210): CPS / SIU Team Leader (or SIU CM 3) reviews investigation record for closure

Task Owner: CPS / SIU Team Leader (or SIU CM 3)

Participants: CPS / SIU Team Leader (or SIU CM 3), Assigned CPS / SIU Investigator

Inputs: CPS / SIU Investigator has completed Investigation case record and has submitted record for Team Leader review.

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Performance Steps:

1. CPS / SIU Team Leader (or SIU CM 3) reviews investigation record to ensure all documentation is appropriately completed.
2. If documentation or other activity missing, CPS / SIU Team Leader will submit the record back to the CPS / SIU Investigator to complete missing information.
3. CPS / SIU Investigator submits record back to CPS Team Leader.

Outputs / Deliverables:

- CPS / SIU Team Leader (or SIU CM 3) ensures Investigation record is in order.
- Investigation closure

Task (INV-220): Investigation Completed

Task Owner: CPS / SIU Team Leader (or SIU CM 3)

Participants: CPS / SIU Team Leader (or SIU CM 3)

Inputs: CPS / SIU Team Leader (or SIU CM 3) has reviewed the Investigation record for completeness.

Performance Steps:

1. CPS / SIU Team Leader (or SIU CM 3) ends the assignment of the investigation to the CPS / SIU Investigator.
2. Investigation completed.

Outputs / Deliverables:

- Investigation record maintained in child / family history.
-

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Stakeholder Sign-Offs

Viola Miller, Commissioner, Department of Children Services	Date
Project Sponsor	

Shalonda Cawthon, Executive Director, Office of Child Safety	Date
Project Sponsor	

Rachel Sharp, Program Director, Intake & Investigation	Date
Project Sponsor	

Debra Valentine, Office of the Inspector General	Date
Project Sponsor	

Michael Bowie, Executive Director, Office of Information Systems	Date
Project Manager	